



Outback Queensland Competition

Terms and Conditions

1. This competition is a promotion run by RACQ Operations Pty Limited ABN 80 009 663 414 of 2649 Logan Road, Eight Mile Plains, Qld, 4113 ("**Promoter**").
2. Entries and information on prizes and how to enter form part of these terms and conditions ("**Terms**"). Entries not completed in accordance with these Terms are ineligible. Participation in this competition constitutes acceptance of these Terms.

Eligible Entrants

3. The competition is open to residents of Queensland aged 18 years and over who are Current RACQ members during the Promotion Period and at the time the competition is drawn.
4. For the purposes of these terms "Current RACQ Members" is any person who is a current RACQ member and who hold eligible RACQ Products during the Promotion Period.
5. Details of eligible RACQ products include: a RACQ Roadside Assistance Product, an RACQ Insurance Product (excluding Travel Insurance), an RACQ Lifestyle product, and an RACQ Banking product. Details of the eligible RACQ Products are accessible at www.racq.com/membership/terms-and-conditions ("Eligible RACQ Products").
6. Eligible Entrants must continue to be a Current RACQ Member at the time of the draw.
7. The following are ineligible to enter:
 - a. directors, officers, management, employees and other staff (and the immediate families of directors, officers, management, employees and other staff) of the Promoter and of related entities and agents of the Promoter; and
 - b. directors, officers, management, employees and other staff (and the immediate families of directors, officers, management, employees and other staff) of Tourism and Events Queensland ABN 77 745 152 359 ("TEQ") and of related entities and agents of TEQ.
8. The Promoter reserves the right in its sole discretion to disqualify any individual who the Promoter has reason to believe breached any of these Terms, or engaged in any unlawful or otherwise improper misconduct calculated to jeopardise the fair and proper conduct of the competition. The Promoter reserves its legal rights to recover damages or other compensation from such an offender.

Competition Details

9. The competition commences at 10:00am AEST Monday, 17 November 2025, and closes at 5:00pm AEST Thursday, 22 January 2026 ("**Promotion Period**").
10. Eligible Entrants may enter this competition by completing the following steps during the Promotion Period:
 - a) be a Current RACQ Member;
 - b) visit RACQ online at <https://www.racq.com.au/outback-competition> and follow the prompts to the competition entry page;
 - c) fully complete and submit the online entry form with their personal details (first name, last name, email address, phone number, and RACQ member number).
11. Only one (1) eligible entry per entrant is permitted and only one (1) prize will be awarded to the winner.
12. All entries become the property of the Promoter. No responsibility is accepted for late, lost or misdirected entries.

Prizes and Prize Winner

13. The competition will be drawn at 11:00am AEST Wednesday, 28 January 2026, by the Promoter's Marketing Team at RACQ, 2649 Logan Road, Eight Mile Plains, Qld 4113.
14. There will be one (1) winner in this competition who will be chosen at random from all Eligible Entries received. The Promoter's decision is final, and no correspondence will be entered into.
15. The first valid entry drawn will be the winner/s of the prize.
16. The draw conductor may draw additional reserve entries in case an invalid entry or entrant is drawn.
17. The winner will receive a \$10,000 (inclusive of GST) HelloWorld Travel Voucher to be redeemed only for an Outback Queensland Holiday. The total prize pool value is \$10,000 (inclusive of GST). Prize components, including without limitation model and colour, may alter at the discretion of the Promoter. Any change in the value of the prize between the publishing date and the date that the prize is claimed is not the responsibility of the Promoter.
18. All reasonable attempts will be made to contact each winner.
19. The winner will be notified via email using the email address provided by the winner when they entered the competition within two (2) business days of the draw. The winner will not be published anywhere. Prizes must be claimed by 12pm AEST on 12:00pm AEST Tuesday, 3 February 2026. In the event the winner has not claimed their prize by 12pm AEST on Tuesday, 3 February 2026, the prize will be deemed unclaimed, and the Promoter will redraw the prize.
20. Voucher is valid for six (6) months and is valid for an Outback Queensland Holiday booked through HelloWorld as set out in paragraph 21 of these terms and conditions. The travel voucher is redeemable through HelloWorld for holiday packages which can include rail, car/caravan hire, accommodation, tours, and experiences. The voucher cannot be used for flights. The prize is non-transferable, cannot be returned, exchanged or redeemed for cash or any sort of gift.



21. The Promoter will provide the winner with the contact details of a contact at TEQ. The winner is then responsible for contacting TEQ to claim the prize. TEQ will introduce the prize winner to a HelloWorld travel agent who will act as the winner's personal travel agent to book and manage the Outback Queensland Holiday.
22. By entering the competition, participants acknowledge and agree that:
 - a. The winner is solely responsible for initiating contact with TEQ to claim and arrange the prize.
 - b. TEQ is solely responsible for the provision, delivery, and quality of the prize.
 - c. The Promoter is not liable for any issues arising from the prize once the winner has been referred to TEQ, including delays, cancellations, or dissatisfaction with the prize experience.
23. The Promoter will not disclose winners' personal information to TEQ. Only the winners' RACQ member number or card number will be provided to TEQ for verification purposes. The winner will be instructed to contact TEQ directly to provide any personal information required for prize fulfilment and TEQ will manage this information in accordance with their privacy policy which can be found at: <https://www.queensland.com/au/en/info/privacy-policy>.
24. In the event of an unclaimed prize, a redraw will occur at 1pm AEST on Wednesday, 4 February 2026 by RACQ Marketing at RACQ, 2649 Logal Rd, Eight Mile Plains, QLD 4113. The redraw winner will be notified via email using the email address provided by the winner when they entered the competition within two (2) business days of the draw. The winners will not be published anywhere. Prizes must be claimed by 12pm AEST on Wednesday, 11 February 2026. In the event the winner has not claimed their prize by 12pm AEST on Wednesday, 11 February 2026, the prize will be deemed unclaimed, and the Promoter will repurpose the prize in a way they see fit.
25. The prize is not transferable, exchangeable or redeemable for cash.
26. No entry fee is charged by the Promoter to enter this Competition. Where entry is online, there is no additional cost to enter the Competition other than any cost paid by the entrant to access the website of entry via their internet service provider.
27. The Promoter is not responsible for any travel or any other associated costs of entering the Competition or collecting the prize.
28. The Promoter will use its best endeavours to provide the prize as listed. If the prize (or any element of the prize) is unavailable, the Promoter, in its absolute discretion, reserves the right to substitute the prize (or that part of the prize) with a prize of equivalent value and/or specification, subject to any written directions from a regulatory authority.
29. If the winner of the prize is under the age of 18 years (where entry by persons under 18 is not permitted), the Promoter may, at its discretion, award the prize to the winner's parent or guardian.
30. The prize winner acknowledges that the prize, or any component of the prize, may be subject to the standard terms and conditions of the individual prize supplier(s) and may be subject to additional terms and conditions imposed by third parties. The winner must become acquainted with any such additional terms and conditions prior to accepting the prize. The Promoter does not accept any responsibility and is not liable for any additional conditions imposed on the taking of the prize by third parties, or for the breach of those conditions by any person. The acceptance of the prize creates a relationship between the prize winner and the individual prize supplier(s), and the Promoter is not responsible for, and accepts no liability in relation to, any loss, damage or claim that may be incurred by the prize winner as a result of the prize winner's decision to accept the prize.
31. If the travel booked exceeds the voucher value, additional payments can be made with cash or credit card, please note merchant fees will apply for all credit card purchases.
32. All costs associated with the prize which are not specified to be included in the prize, including but not limited to any transfer costs, meals, taxes, insurance and other ancillary costs, are the responsibility of the winner and their companion/s. The winner and any travelling companion/s are responsible for ensuring that they have all necessary travel insurance and documents to travel to the relevant place (including a current passport and visas, if required). The Promoter is not responsible for any cancellation, delay or rescheduling of flights and any costs incurred as a result (including without limitation, accommodation costs) will be the sole responsibility of the winner.
33. Redemption of the voucher is subject to any terms and conditions of the issuer including those specified on the voucher.
34. All components of the prize must be taken together or otherwise are deemed to be forfeited. Travel is subject to booking availability and blackout periods may apply.

Marketing

35. The information that entrants provide will be used by the Promoter for the purpose of conducting the competition, and to periodically keep entrants informed about the goods and services provided by the Promoter, related entities and its service providers. By entering this competition entrants consent to the use of their contact details for the purposes described in this clause. The Promoter may use or disclose entrants' personal information to related entities or other appropriate third parties in accordance with its privacy policy available on its Internet site at racq.com.
36. In participating in the prize activity, the winner agrees to participate and cooperate as required in all editorial activities relating to this promotion, including but not limited to being interviewed, video-recorded and photographed. This includes (without limitation) the provision of high-resolution photographs and written content detailing the highlights of their journey in Outback Queensland. This content may be used for publication in a future edition of the Promoter's magazine, The Road Ahead, and may be used in other promotional materials. The winner agrees to grant the Promoter and its related entities a perpetual, non-exclusive licence to use such audio, footage and/or photographs in all media worldwide and the winner will not be entitled to any fee for such use. The winner agrees that they will not sell or otherwise provide their story, video and/or photographs to any media or other organisation. The winner retains copyright ownership of the content and will be credited appropriately wherever the content is used. The winner confirms that all submitted content is original and does not infringe on the rights of any third party. The winner also consents to the use of their name and likeness in connection with the publication of the content, in accordance with the *Privacy Act 1988* (Cth).



37. Entrants consent to the Promoter and its related entities using their name, likeness, image and/or voice in the event they are a prize winner (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting the promotion (including any outcome), and promoting products manufactured, distributed and/or supplied by the Promoter or its related entities.

General

38. If for any reason this competition is not capable of being conducted by the Promoter as intended, whether because of computer virus, mobile phone failure, bugs, tampering, unauthorised intervention, fraud, technical failures, or any other cause beyond the reasonable control of the Promoter which in the Promoter's opinion affects the administration of the competition, security, fairness or integrity, the Promoter may in its sole discretion, cancel, modify or suspend the competition, subject to the approval of the Office of Liquor and Gaming Regulation in Queensland as may be required.
39. Without limiting any other paragraph, the Promoter may at its discretion amend any aspect of this competition or these Terms, subject to applicable laws and subject to the approval of the relevant regulatory authorities.
40. The Promoter, its related entities, and the directors, officers, management, employees and other staff of the Promoter and its related entities ("**Promoter's Agents**") will not be liable for any loss or damage or for any personal injury sustained as a result of taking the prize(s) or entering into this competition. The Promoter and the Promoter's Agents make no representations or warranties as to the quality, suitability or merchantability or any goods or services offered as prizes. To the extent permitted by law, the Promoter and the Promoter's Agents are not liable for any loss suffered to person or property by reason of any act or omission, deliberate or negligent, by the Promoter or the Promoter's Agents, in connection with the arrangement for the supply, or the supply, of goods and services by any person to the prize winner and, where applicable, to any persons accompanying the prize winners.
41. To the extent permitted by law the Promoter accepts no responsibility or liability for any delay or failure by the third party to deliver the prize, any delay or failure relating to the prize itself or failure by the third party to meet any of its obligations in these terms and conditions or otherwise.
42. If, notwithstanding the above, the Promoter or the Promoter's Agents are found to be liable to any person in connection with this competition the Promoter's and the Promoter's Agents' maximum aggregate liability is limited to \$1.00.
43. To the maximum extent permitted by law, the Promoter and the Promoter's Agents will not be liable to any person for indirect or consequential loss or damage suffered by any person in connection with entering the competition, or as a result of taking the prize. This applies to all claims, whether such claims are made in tort (including without limitation negligence), in equity, under statute or any other basis.
44. The laws of Queensland govern the Promoter's competitions.